



Heather Shirley Smith  
Deputy General Counsel

Duke Energy  
40 W. Broad Street  
Suite 690  
Greenville, SC 29601

o: 864.370.5045  
f: 864.370.5183

heather.smith@duke-energy.com

January 21, 2021

**VIA ELECTRONIC FILING**

The Honorable Jocelyn G. Boyd  
Chief Clerk/Executive Director  
Public Service Commission of South Carolina  
101 Executive Center Drive, Suite 100  
Columbia SC 29210

**Re: Duke Energy Carolinas, LLC's and Duke Energy Progress, LLC's Establishment of  
Solar Choice Metering Tariffs Pursuant to S.C. Code Ann. Section 58-40-20  
Docket Nos. 2020-264-E and 2020-265-E**

Dear Ms. Boyd:

On January 20, 2021, Duke Energy Carolinas, LLC and Duke Energy Progress, LLC (the "Companies") received Hearing Officer Directive 2021-3-H, which instructed the Companies to provide the Commission with the timing needs for the printing and distribution of bill inserts to all customers during a normal billing cycle. Pursuant to Hearing Officer Directive 2021-3-H, the Companies provide the following information regarding the timing needs related to furnishing bill inserts to all customers.

When notice must be provided to the Companies' customers via bill insert, the notice that was posted to DMS must go through internal processes and then be included with all other bill inserts that will be distributed to customers. All of the bill inserts must be provided to the printer located in Florida by the 6<sup>th</sup> of each month in order to be shipped to New Jersey, where they are inserted into the bill envelopes. This process generally takes a minimum of three (3) weeks from the time the notice is posted to DMS for a proof of the notice to be created, printed, packed, shipped and placed on the insertion bin once it reaches the insertion site. Once the inserts have been placed into the bill envelopes, the bills are sent to customers in daily batches throughout the thirty-day billing cycle. While some variation in the amount of time required for the bill insert process may occur due to holidays, printer schedule, or technical difficulties, a minimum of fifty-five (55) days is generally required in order to cost-effectively provide notice to customers using the bill insertion process. There are also limitations on how many bill inserts can be accomplished in any given month given postal restrictions for bill mailers, and the size of the bill insert also matters.

Further, the Companies' ability to furnish notices to customers is contingent upon the length and size of the notice issued by the Clerk. The largest bill insert the Companies are able to send to customers is a four-panel insert. Therefore, if the notice is too lengthy to conform with the

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requirements for bill insert formatting, the Companies would instead need to send the notice to customers via special mailing.

In these proceedings, because the Companies received the notice of the March 30, 2021 Virtual Public Hearing from the Clerk's Office today, Thursday, January 21, 2021, the Companies will need until March 19, 2021 to provide the notice to all customers via bill insert. The Notice of Virtual Public Hearing issued today meets the Companies' restrictions for bill insert formatting and company personnel have confirmed that none of the other limitations described above should impact the Companies' ability to furnish the Notice to customers by March 19, 2021.

The Companies are in the process of exploring alternative means by which they can provide the Notice of Virtual Public Hearing to customers, including, potentially, a short news release that could be shared with South Carolina media outlets, emails to customers for whom we have email addresses, placing a short blurb with a link to the Notices in the February and March South Carolina residential and SMB newsletters, and social media postings on outlets like Twitter. The Companies anticipate that these alternative means of communication could occur sometime in mid- to late-February. While these methods are generally reserved for corporate communications with customers, the Companies appreciate the Commission's willingness to explore new ideas and are working diligently to ensure all customers are timely notified of this hearing in an accessible and convenient manner. The Companies intend to seek recovery of costs for any alternative methods by which notice is provided to customers in these proceedings pursuant to S.C. Code Ann. Section 58-27-870 and Sections 15 and 16 of Act 62.

By copy of this letter, I am serving all parties of record via electronic mail.

Sincerely,



Heather Shirley Smith

cc: Parties of record  
David Stark, Esquire, Hearing Officer